



# FREE



## Business Skills Training Program

### with Job Placement Assistance

**Next Session: August 13, 2012 through November 16, 2012**

*Professional Staffing, Employee Training & Development* in partnership with the Delaware Department of Labor offers a 14 week Business Skills Training Program followed by job placement assistance for individuals interested in employment in the business field.

#### Program Requirements:

- ✓ Classes meet Monday through Friday from 8:30 a.m. – 4:00 p.m. for 14 weeks
- ✓ Participation in job search activities until employment is obtained
- ✓ High school diploma or GED required
- ✓ Ninth grade reading and math levels

#### Program Curriculum:

- National Professional Certification in Customer Service
- Numeric Data Entry
- Alphabetic Keyboarding
- Introduction to computers and Microsoft Windows®
- Introduction to Microsoft Word, Excel®, PowerPoint®, and E-Mail
- Alphabetic Filing
- Maintaining a Healthy Home
- Being Smart about Your Money
- Employment Success Strategies: *effective listening and communication skills; dealing with emotions; understanding others; problem-solving; and team building*
- Professional image; cover letters; and resume preparation
- Job Search Assistance



#### **Professional Staffing**

EMPLOYEE TRAINING & DEVELOPMENT

Business Skills Training Program  
3301 Green Street – Claymont Community Center  
Claymont, DE 19703  
Cassandra Hopkins (302) 798-0270

Professional Staffing Associates, Inc. is an Equal Opportunity Trainer  
Program funded by the State of Delaware Blue Collar Job Development Act  
Auxiliary aids and services are available upon request to individuals with disabilities



**Search: PSA's Business Skills Training Program**

